Texas Health Trace Updates

for Local and Regional Users

This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.

Tuesday, October 20, 2020

Major Accomplishments

- **Local Health Authority Report Views** – establishing reports for Local Health Authorities not conducting case investigation or contact tracing activities for their designated jurisdictions
- **Spanish Scripts** – added more Spanish translations to the scripts (specifically the SMS Symptom Monitoring).
- **Call Center Dashboard** – added new measures for 1st and 2nd attempts within the past 90 days for call center metrics
- **Data Imports** – Abilene and Bell County case investigations and exposed contacts loaded.
- **Re-infection Logic** – updated the logic when receiving labs to look at the oldest lab associated with case investigations; placing labs within correct case investigation if there are multiple cases; creating case investigation if receive old lab greater than 90 days prior to existing case investigation
- **Script Updates** – updated some language; re-worded some questions; added risk categories; require symptom onset date if symptoms report
- **Daily Usage Dashboard** – created dashboard to replace the daily usage slide deck received presenting the number/risk types of persons using self-portal
- **IVR** – in-bound calls routed to the correct skillset (CI vs CT) based on phone number of the person calling

Latest Resources and Trainings

- Soft Skills - How to Handle the Talkative Customer
- Soft Skills - Effective Phrases to Use With Angry Customers
- User Guide - Data Entry Guide for Regional/Local Health Dept Data Enterers, Case Investigators, and Epi-Leads (Regional/Local Health Dept)
- Job Aid - 10/10/20 Release (Call Center)
- Job Aid - 10/10/20 Release (Regional/Local Health Dept)
- Assessment - THT Knowledge Check (Call Center Contact Tracers)
- Assessment - THT Knowledge Check (Call Center Epi Leads)
- Assessment - THT Knowledge Check (Call Center Case Investigators)

Lessons Learned

- **Escalation queues** – Reminders and review of how to use queues to be circulated, including a request for RLHE points of contact for case escalations.

Open Issues

- **Non-Case Owners Re-Opening Cases** – Issue identified with persons from either the state call center or the regional/local program re-opening each other's investigations. Work group to be convened to discuss processes to avoid this situation.

Plans for Next Sprint Cycles:

- **Data Masking** – received feedback from the jurisdictions and will schedule workgroups to discuss and train RLHEs to avoid account field impacts
- **LHAs Performing Case Investigation/Contact Tracing** – continue build out of LHA jurisdictions for those doing case investigations/contact tracing (target date of 10/23)
- **Restricting Jurisdictional Access –** aligning access to case investigations and exposed contacts and reports to the assigned jurisdiction; to include adjacent jurisdictions.
- **Update Case Classifications** – update script/flows to reflect new case classifications (target date of 11/1)
- **Continue data ingestion of historical/1As (ongoing)**
- **Data taxonomy** - drawing out the relationships of data fields within the data system
- **Event monitoring** – tracking of users accessing records
- **Updating of case banner/creating exposed contact banner** – updating the banners to reflect the flow of case and exposed contact investigations
- **Automating Case Closure -** standardization of case investigation closure automation
- **NEDSS Interface** – creating data exports and imports from NEDSS